# Member Rhody Health Partners Expansion TRUST Plan



## **Medicaid Marisol**



## Description

Marisol is a 22-year-old English-speaking Latina who just moved to Woonsocket from the Broad Street neighborhood in Providence. She is temporarily living with her older sister and two of her sister's coworkers. Marisol is looking for work in local restaurants which is difficult without a car. Last year she earned approximately \$19,000 in income. Because she has moved frequently, she has been in and out of Medicaid coverage. She didn't receive or understand notices and forms to verify her eligibility. When covered, she doesn't contact Neighborhood often. Marisol is in generally good health. She doesn't have a primary care physician and tends to use the emergency department and urgent care locations when something arises. She is trying to lose weight. Marisol is close to her family although they urge her to come home until she gains her footing.

#### Needs:

- Marisol needs help staying enrolled in Medicaid.
- She needs to connect with care management services for help understanding her benefits
- Assistance in finding and setting up an appointment with a primary care physician.
- She needs reliable transportation.
- She needs employment assistance.

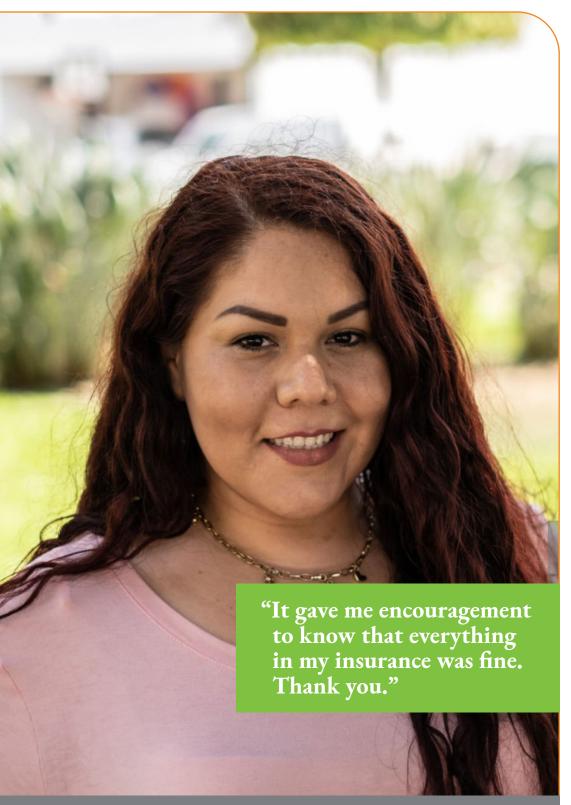
#### **Barriers**:

- Marisol has low personal health literacy.
- Low awareness of what services are available.
- Low income and housing instability are barriers to healthy behaviors and maintaining coverage.
- Misinformation via word of mouth prevents
   Marisol from understanding her health coverage
   benefits.

### Our Goals for Marisol:

- Update her information for Medicaid enrollment.
- Contact Neighborhood Member Services.
- Make an appointment with a PCP and get an annual checkup.
- Get dental care.

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The Medicaid Journey Map Phases highlight the resources and Neighborhood team members that Medicaid members may encounter during their healthcare journey. For Medicaid Marisol's needs, she will likely engage with the people and services highlighted.

